

# Our service promises

October 2021

If you are involved in our concerns process, we will:



## 1. Communicate clearly with you and tailor our communications to your needs

We recognise that communication is a two-way process and we want to make it as easy as possible for you to understand all aspects of the fitness to practise process.

We will listen to you and adapt our communication methods based on your needs, accessibility requirements and preferences.

We will try to contact you at a time and place that suits you.

If you have a concern raised about you, or you have raised concerns about someone else, you will have a dedicated member of staff assigned to you. They will be your main point of contact to answer any questions you may have.

We will tell you the likely timescales at the start of the investigation and keep you up to date throughout the process.



## 2. Explain what you can expect from us

We want to help you resolve your concerns appropriately and effectively. However, sometimes there may be concerns that we can't deal with directly. When this happens, we will explain clearly why this is the case and will help point you in the direction of an organisation who can help.



## 3. Handle your information with care

We will keep all personal and sensitive information confidential in line with data protection legislation. We will take extra care when handling information about health and protected characteristics.

We may share health-related information with other organisations who can offer further support, but we will discuss this with you before we do that.

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## 4. Act with professionalism, kindness and respect at all times

Our staff are trained to act with courtesy, empathy and professionalism to help make sure concerns are managed appropriately and effectively.



## 5. Provide an accessible service to everyone involved

We want everyone involved to have a high-quality, transparent and accessible service, and feel that our fitness to practise processes are efficient and effective. In line with our equality, diversity and inclusion commitment, we will make sure that our services are accessible and appropriate for everyone involved.



## 6. Listen and respond to feedback and use this to learn and improve our service

We are committed to providing a high-quality service. But if something goes wrong or we fall short of expected standards, we want you to tell us about it. This will help us learn from our mistakes and improve our standards. We see this not as a nuisance, but rather as valuable feedback on the quality of our services. Equally, if you have experienced great service from our organisation, or you feel someone deserves praise, we encourage you to let us know.